

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Department of Health Services, Division of Behavioral Health Services, Policy and Procedure Manual; SP-001-BHS-BHS.

2. **Date of the publication of the substantive policy statement and the effective date of the policy statement if different from the publication date:**

1.15	Assigned Clinician	12/11/01
2.45	Therapeutic Foster Care Homes – Title XIX Certification	11/09/01
2.54	Confidentiality	12/11/01
2.65	Corrective Action Plans	11/29/01
2.66	Operational and Financial Reviews	11/29/01
2.71	Consumer Satisfaction Surveys	11/13/01
2.75	Community Service Agencies – Title XIX Certification	11/09/01

3. **Summary of the contents of the substantive policy statement:**

The Policy and Procedure Manual is a compilation of policies and procedures that have been developed to establish standards for the management of the Regional Behavioral Health Authorities (RBHAs) that have contracts with the Department of Health Services to provide behavioral health services to residents of Arizona. The Policy and Procedure Manual is organized into two chapters: Program Services and Administrative and Program Support Services. These new subsections are located in the both the first and second chapter. The following is a brief description of each subsection being added to the Policy and Procedure Manual:

1.15 Assigned Clinician – Establishes the requirement that each person receiving behavioral health services be assigned to a qualified clinician and establishes the responsibilities of the assigned clinician.

2.45 Therapeutic Foster Care Homes – Title XIX Certification – Establishes requirements and procedures for Title XIX Certification of Therapeutic Foster Care Homes.

2.54 Confidentiality – Identifies specific requirements in applicable federal and state laws and rules concerning confidentiality of a person's behavioral health records.

2.65 Corrective Action Plans – Establishes procedures for identifying deficiencies in RBHA compliance with the ADHS/DBHS contract and requiring RBHAs to develop and submit plans to the ADHS/DBHS to correct deficiencies.

2.66 Operational and Financial Reviews – Establishes procedures for conducting an annual review of each RBHA's compliance with contract requirements.

2.71 Consumer Satisfaction Surveys – Establishes procedures for conducting surveys of consumers of behavioral health services to determine consumers' satisfaction with the services they receive.

2.75 Community Service Agencies – Title XIX Certification – Establishes requirements and procedures for Title XIX Certification of Community Service Agencies that provide behavioral health support services.

4. **A statement as to whether the substantive policy statement is a new statement or a revision:**

This is a new substantive policy statement and will be added to the Policy and Procedure Manual which was previously noticed at 1 A.A.R. 2164, October 27, 1995; 6 A.A.R. 1682, May 5, 2000; 7 A.A.R. 679, February 2, 2001; and 7 A.A.R. 680, February 2, 2001.

5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Ann Froio, Division Chief
Address: Department of Health Services
Division of Behavioral Health Services
2122 E. Highland, Suite 100
Phoenix, AZ 85016
Telephone: (603) 381-8999

6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining a policy statement:**

Information about or a copy of the statement can be requested from the above address or telephone number. Payment is based on the number of pages at a cost of 25 cents per page payable upon receipt. The check or money order should be made payable to the Arizona Department of Health Services.